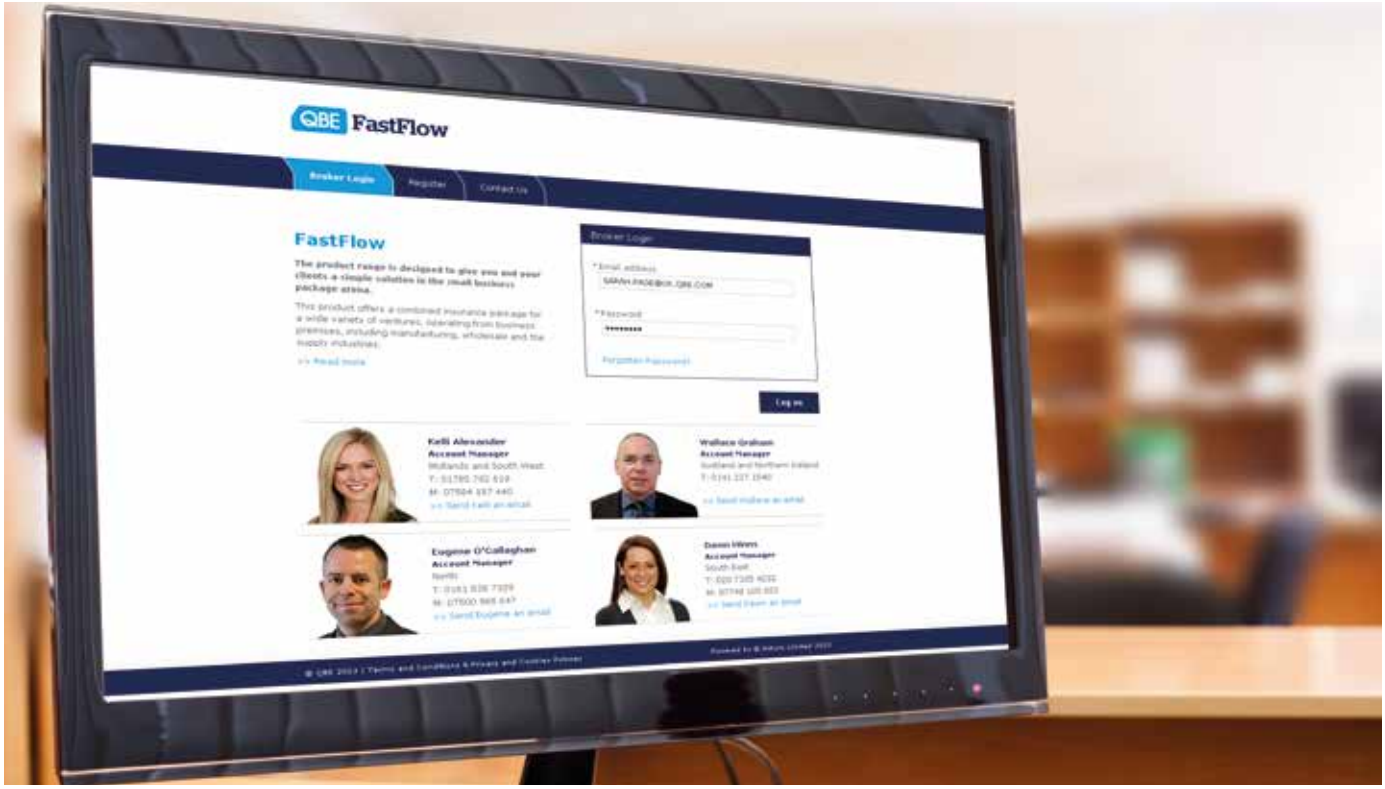
QBE European Operations

FastFlow

Extranet

User Guide



This guide explains how to obtain a quotation from the FastFlow Extranet, using screen shots to give you an overview of how the process works. Prior to accessing the system, you need to be set up as a 'User'. Once your details have been added, you will be able to log on using your email address and password .

How to contact us

The FastFlow Extranet team can be contacted at:
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Telephone +44 (0)844 873 1570

To find out more please visit:
QBEeurope.com/fastflow

QBE FastFlow

Step 1

Initial log on screen.

Step 2

When you log on, you will be presented with a series of options as tabs at the top of the page. The default landing page allows you to search for clients that have already been set up on the system.

A You will only see the 'User Admin' option if you have been given specific access to manage users in your office. If you have this 'super user' status, you will be sent separate instructions about how to use this.

Step 3

B To add details of a new client, select the 'Add Client' tab and complete the requested details.

Step 4

C Once the client is added, you can choose the product you would like a quote for, using the 'Our Products' tab.

Step 5

This will take you to the quote pages.

The cover date will be pre-populated with today's date. This can be altered if you know the actual cover dates required. The business name and address will also be pre-populated from the client front screen and can be amended if necessary.

Step 6

As you move through the quote, select 'Next' to continue answering questions and 'Save and Close' to exit the quote and return later.

Continue to enter details of cover required.

Select 'Next' to continue to enter details of cover required.

Step 7

Select 'Next' to see details of additional covers that are available. Check boxes for any extra cover you wish to be included in the quote.

Step 8

Select 'Next' to enter details of the client's claims history.

Step 9

Read and confirm that the material facts and declarations are understood and are correct.

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Step 10

This page will appear when the system is reviewing the risk information entered for a quote.

Step 11

If your quote is successful, the premium details and cover summary will be displayed.

Step 12

Any areas highlighted in red italics have been updated by the underwriters to reflect the cover we have been able to offer. To go on cover, select the 'Buy' option, after confirming the acceptability of any amended terms in red and entering the correct start date.

If you have any questions on the quote, select the 'Refer to Underwriter' button to request a review by a QBE underwriter.

Step 13

If you request a referral to the underwriter, you will be presented with a new page to complete with your contact details and any questions.

Step 14

If your questions require that an underwriter reviews the case, you will be provided with a price indication to help you consider whether you still wish us to proceed with the referral. If you would like us to review the case you must select the 'Refer to Underwriter' option on this page.

Step 15

Once you have pressed 'Buy', the policy will be on cover from the requested start date.

Documents can be downloaded/printed or can be emailed to you.

Step 16

Information on live policies, quotes and MTAs are stored for ease of future access.

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